

**Meeting Summary**  
**Functional Area: Credentialing/Sanctioning & Reinstatement**



**Meeting: BPR Workshop**  
**Date: December 5, 2007**  
**Location: Room 730E**

**Meeting called by:** Angela Burrell

**Attendees:** Ronnie Hall, Millicent Ford, Sharon Brown, Brenda Phillips, Donna Bryant, Jackie Branche, Pat Rollins, Delores Ross

**Preparation for meeting:**

Workshop minutes from November 28<sup>th</sup> and agenda for workshop on December 5<sup>th</sup> were distributed to team.



**Session Goals and Objectives:**

Document detailed processes flows (scenarios) for Biopic Telescopic License (BTL) and Transgender.

**Summary:**




- ❖ The team reviewed and defined scenarios and requirements for BTL.

Scenarios include:

-  Notify BTL Wearer of Periodic Vision Review
-  Remove Daylight Only Restriction for BTL Wearers

- ❖ The team reviewed and defined scenarios and requirements for Transgender.

Scenarios include:

-  Request Change of Gender Indicator (Transitional)
-  Change Gender Indicator (Transitional)
-  Change Gender Indicator (Permanent)

- ❖ The team identified several “research” or “to do” opportunities:

1. Verify that Issuance and Renewal is covering the removal of restrictions. If not, it needs to be determined where it will be covered. (Angela)
2. Set up meeting with law enforcement representatives to discuss in Transgender and customer profile issues. (Angela)
3. Determine what process area will cover DLQA’s ability to have remote access. (Angela to discuss in next PC meeting)
4. Develop a new “Transgender Medical Report” similarly to the Customer Medical Report to replace the current use of the MED-2 for transgender customers. (Jackie)

**Plans for Next Workshop:**

S&R team will document process flows for Commercial Licensing: CDL Convictions.

**Homework for Next Workshop:**

Sanction and Reinstatement team should look at the above “research” and “to do” opportunities and provide feedback accordingly.

A report from EA is attached that shows the BTL and Transgender scenarios defined in the workshop and their linked requirements.

## Scenario Report with Requirements

**Package:** BTL

<b>Detail:</b>			
Use Case Name:	Issue Bioptic Telescopic Lens (BTL) Restriction		
Status:			
Author:	Credential Team		
Created on:	11/20/2007	Modified on:	12/5/2007
Notes:	<p>This process is used by individuals applying for BTL restrictions because of vision impairments requiring a BTL 46.2-312</p> <p>Current:</p> <ul style="list-style-type: none"> <li>-Individual submits Vision Exam Form for Wearers of BTL (MED-40) and Certification for Use of BTL (MED-41)</li> <li>-Medical Review Evaluator determines MED-40 and MED-41 are complete and signed by a physician</li> </ul> <p>Alt Flow: MED-40/MED-41 incomplete</p> <ul style="list-style-type: none"> <li>-Medical Review Evaluator updates customer record to require pre-screening, testing and periodic medical review</li> <li>-Medical Review Evaluator places stop on customer record</li> <li>-Medical Review Evaluator manually generates pc-generated letter acknowledging receipt of BTL information and advising customer to contact DLQA to schedule pre-screening and skills testing</li> <li>-System generates MD-01 in overnight batch</li> <li>-System generates MD-03 in overnight batch</li> <li>-Mail Clerk mails MD-01 via first class mail</li> <li>-Mail Clerk mails MD-03 via first class mail</li> <li>-Medical Review Evaluator mails pc-generated letter via first class mail.</li> <li>-Individual contacts DLQA to schedule testing</li> <li>-DLQA conducts pre-screening to ensure individual can be safely tested</li> </ul> <p>Alt Flow: Individual fails pre-screening</p> <ul style="list-style-type: none"> <li>-DLQA conducts skills test with individual using the BTL</li> <li>-Individual passes skills test</li> </ul> <p>Alt Flow: Individual fails skills test</p> <ul style="list-style-type: none"> <li>-CSC Teller updates test results on customer record</li> <li>-Invoke Reissue Driver's License</li> <li>-Invoke Issue Learner's Permit</li> </ul> <p>Alt Flow: MED-40/MED-41 incomplete</p> <ul style="list-style-type: none"> <li>-Medical Review Evaluator determines MED-40/MED-41 are incomplete</li> <li>-Medical Review Evaluator takes appropriate action to obtain missing</li> </ul>		

information

Alt Flow: Individual fails pre-screening

- CSC Teller sends failed test results to Medical Review Evaluator
- System is NOT updated

Alt Flow; Individual fails skills test

- CSC Teller updates customer record to show individual failed skills test
- System immediately suspends individual's driving privilege

Future:

- Individual submits Vision Exam Form for Wearers of BTL (MED-40) and Certification for Use of BTL (MED-41)
- System builds queue of MED-40 and MED-41 for review by Medical Review Evaluator
- Medical Review Evaluator determines MED-40 and MED-41 are complete and signed by a physician
- Alt Flow: MED-40/MED-41 incomplete
- Medical Review Evaluator updates customer record to require BTL pre-screening, testing and periodic medical review
- System automatically adds BTL, corrective lens and daylight only restriction to any driver's license issued after BTL testing requirements are added to customer record
- System generates notice acknowledging receipt of BTL information and advising customer to contact DLQA to schedule pre-screening and skills testing, includes BTL DL Info (MED-44)
- System determines DLQA to include in notice based on customer address
- System generates reminder notice to customer who has not contacted DLQA within 30 days of original notice
- Individual contacts DLQA to schedule testing via phone/Internet
- Alt Flow: Individual fails to act on testing requirements within 60 days of notice
- DLQA conducts pre-screening to ensure individual can be safely tested
- Alt Flow: Individual fails pre-screening
- DLQA conducts skills test with individual using the BTL
- Individual passes skills test
- Alt Flow: Individual fails skills test
- CSC Teller updates test results on customer record
- Invoke Reissue Driver's License
- Invoke Issue Learner's Permit
- Invoke Notify of Periodic Medical Review

Alt Flow: MED-40/MED-41 incomplete

- Medical Review Evaluator determines MED-40/MED-41 are incomplete
- Medical Review Evaluator takes appropriate action to obtain missing information

Alt Flow: Individual does not take skills test within 60 days of notice

- Invoke Initiate Medical Review
- System builds electronic queue of individuals not taking skills test within 60 days for review by Medical Review Evaluator

Alt Flow: Individual fails pre-screening

- CSC Teller updates customer record to show individual failed BTL pre-screening
- System immediately suspends individual's driving privilege
- System builds electronic queue of individuals failing BTL testing for review by Medical Review Evaluator

Alt Flow; Individual fails skills test

- CSC Teller updates customer record to show individual failed BTL skills test

-System immediately suspends individual's driving privilege  
 -System builds electronic queue of individuals failing BTL testing for review by Medical Review Evaluator

**Linked Requirements:**

**Name: DMV shall issue driver's license/learner's permit with BTL restriction**  
**Notes: 46.2-312**

**Name: System shall allow CSC Teller to update customer record to show individual failed BTL skills test**  
**Notes:**

**Name: System shall allow Medical Review Evaluator to update customer record to require BTL pre-screening, testing and periodic medical review**  
**Notes:**

**Name: System shall automatically add BTL wearer, corrective lens and daylight only restriction to any driver's license issued after BTL testing requirements are added to customer record**  
**Notes:**

**Name: System shall build electronic queue of individuals failing BTL testing for review by Medical Review Evaluator**  
**Notes:**

**Name: System shall build electronic queue of MED-40 and MED-41 for review by Medical Review Evaluator**  
**Notes:**

**Name: System shall determine DLQA to include in BTL Acknowledgment notice based on customer address**  
**Notes:**

**Name: System shall generate notice acknowledging receipt of BTL information and advising customer to contact DLQA to schedule pre-screening and skills testing, includes BTL DL Info (MED-44)**  
**Notes:**

**Name: System shall generate reminder notice to customer who has not contacted DLQA within 30 days of original notice**  
**Notes:**

**Name: System shall immediately suspend individual's driving privilege for failing BTL testing**  
**Notes:**

**Name: System shall provide capability for CSC Teller to update customer record to show individual failed BTL pre-screening**  
**Notes:**

**Name: System shall provide the capability for individual to electronically submit MED-40 and MED-41**  
**Notes:**

**Name: System shall provide the capability for individuals to schedule BTL testing via the Internet**  
**Notes:**

<b>Use Case Name:</b>	Notify BTL Wearer of Periodic Vision Review		
<b>Status:</b>			
<b>Author:</b>	Credential Team		
<b>Created on:</b>	12/5/2007	<b>Modified on:</b>	12/5/2007
<b>Notes:</b>	This process is used to notify BTL wearers of requirement to submit periodic vision reports		

Current:  
 -Medical Review Evaluator updates system to show disability type, periodic review requirement and cycle.  
 -System generates notice (MDN3) to customer advising of periodic review requirements in overnight batch  
 -Mail Clerk mails Periodic Medical Review Requirements Notice via first class mail  
 Alt Flow: System determines customer has not complied 60 days prior to due date, invoke Remind Customer of Periodic Medical Review use case (MDRL)

Alt Flow: On effective date of MD-03, system determines customer has not complied, invoke Second Remind Customer of Periodic Medical Review use case  
 -System allows additional 20 days to comply

Future:  
 -Medical Review Evaluator updates system to show disability type, periodic review requirement and cycle.  
 -System generates notice (MDN3), MED40 form to customer advising of periodic review requirements in overnight batch  
 Alt Flow: First vision report cycle  
 -Mail Clerk mails Periodic Medical Review Requirements Notice and MED-40 via first class mail  
 Alt Flow: System determines customer has not complied 60 days prior to due date, invoke Remind Customer of Periodic Medical Review use case (MDRL)

Alt Flow: On effective date of MDN3, system determines customer has not complied, invoke Second Remind Customer of Periodic Medical Review use case  
 -System allows additional 20 days to comply

Alt Flow: First vision report cycle  
 -System generates notice (MDN3) to customer advising of periodic review requirements in overnight batch, including information about removing daylight only restriction

**Linked Requirements:**

**Name: System shall determine customer has not complied with periodic medical review requirements 60 days prior to due date**

**Notes:**

**Name: System shall generate Periodic Medical Review Notice (MDN3) to customer advising of periodic review requirements in overnight batch, including information about removing daylight only restriction**

**Notes:**

Use Case Name:	Remove Daylight Only Restriction for BTL Wearers		
Status:			
Author:	Credential Team		
Created on:	12/5/2007	Modified on:	12/5/2007
Notes:	<p>This process is used to remove daylight only restriction for BTL wearers after one year of BTL/daylight only restriction 46.2-312</p> <p>Current:          -Individual contacts DMV to request removal of daylight only restriction          -DMV representative verifies individual has held BTL/daylight only restriction for one year</p>		

-DLQA schedules appointment with individual to conduct skills test after dark  
-DLQA conducts skills test  
Alt Flow: Individual fails skills test after dark  
-DLQA or CSC Teller post test results next business day to system  
-DLQA mails paper test results to Medical Review Services  
-Individual returns to DMV to have daylight only restriction removed  
-CSC Teller removes daylight only restriction  
Invoke Reissue Driver's License

Alt Flow: Individual fails skills test after dark  
-Daylight only restriction remains on customer record

Future:

-Individual contacts DMV to request removal of daylight only restriction  
-DMV representative verifies individual has held BTL/daylight only restriction for one year  
-DLQA schedules appointment with individual to conduct skills test after dark  
-DLQA conducts skills test  
Alt Flow: Individual fails skills test after dark  
-DLQA or CSC Teller post after dark test results next business day to system  
-DLQA mails paper test results to Medical Review Services  
-Individual returns to DMV to have daylight only restriction removed  
-CSC Teller removes daylight only restriction  
-System prevents removal of daylight only restriction prior to BTL wearer holding BTL restriction for one year

Invoke Reissue Driver's License

Alt Flow: Individual fails skills test after dark  
-Daylight only restriction remains on customer record

**Linked Requirements:**

**Name: DMV shall remove daylight only restriction from driver's license of individual who successfully passes a skills test after dark**

**Notes:**

**Name: System shall allow CSC Teller to indicate a skills test was conducted after dark**

**Notes:**

**Name: System shall allow DLQA or CSC Teller post skills test results next business day to system**

**Notes:**

**Name: System shall allow Medical Review Evaluator to add BTL required after dark only restriction to customer record after individual has held daylight BTL restriction for one year**

**Notes:**

**Name: System shall prevent removal of daylight only restriction prior to BTL wearer holding BTL restriction for one year**

**Notes:**

# Scenario Report with Requirements

**Package:** Transgender

<b>Detail:</b>			
Use Case Name:	Change Gender Indicator (Permanent)		
Status:			
Author:	Credential Team		
Created on:	12/5/2007	Modified on:	12/5/2007

<b>Notes:</b>	<p>This process is used to change gender indicator based on amended birth certificate and either a court order changing gender or physician certification that gender reassignment surgery has been completed</p> <p>Current:</p> <ul style="list-style-type: none"> <li>-Individual visits CSC and submit an amended birth certificate and either a court order changing gender or physician certification that gender reassignment surgery has been completed</li> <li>-CSC Teller contact Medical Review Services to comply any existing transgender medical requirements</li> <li>-CSC Teller updates customer record to change gender and reason for change</li> </ul> <p>Alt Flow: Gender previously changed Invoke Reissue Driver's License</p> <p>Alt Flow: Gender previously changed -No action taken</p> <p>Future:</p> <ul style="list-style-type: none"> <li>-Individual visits CSC and submit an amended birth certificate and either a court order changing gender or physician certification that gender reassignment surgery has been completed</li> <li>-CSC Teller contact Medical Review Services to comply any existing transgender medical requirements</li> <li>-System allows only Medical Review personnel to comply transgender medical requirements</li> <li>-Invoke Dismiss from Medical Review</li> <li>-CSC Teller updates customer record to change gender and reason for change</li> </ul> <p>Alt Flow: Gender previously changed Invoke Reissue Driver's License</p> <p>Alt Flow: Gender previously changed -No action taken</p>
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<b>Linked Requirements:</b>	
<b>Name:</b>	System shall allow CSC Teller updates customer record to change gender and reason for change
<b>Notes:</b>	
<b>Name:</b>	System shall allow only Medical Review personnel to comply transgender medical requirements
<b>Notes:</b>	

Use Case Name:	Change Gender Indicator (Transitional)
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Status:			
Author:	Credential Team		
Created on:	12/5/2007	Modified on:	12/5/2007
Notes:	<p>This process is used to change gender indicator on an individual's driver's license/ID card (transitional)</p> <p>Current:</p> <ul style="list-style-type: none"> <li>-Individual visits a CSC with notice advising individual that gender change request has been approved</li> <li>-CSC Teller changes gender on customer record and reason for change</li> <li>-Invoke Reissue Driver's License</li> </ul> <p>Future:</p> <ul style="list-style-type: none"> <li>-Individual visits a CSC with notice advising individual that gender change request has been approved</li> <li>-CSC Teller changes gender on customer record and reason for change</li> <li>-Invoke Reissue Driver's License</li> </ul>		
<b>Linked Requirements:</b>			
<b>Name: System shall allow CSC Teller to change gender on customer record</b>			
<b>Notes:</b>			
<b>Name: System shall capture gender change history</b>			
<b>Notes:</b>			

Use Case Name:	Request Change of Gender Indicator (Transitional)		
Status:			
Author:	Credential Team		
Created on:	12/5/2007	Modified on:	12/6/2007
Notes:	<p>This process is used to change an individual's gender, pending surgery and issuance of a court order authorizing changes of gender</p> <p>Current:</p> <ul style="list-style-type: none"> <li>-Individual contacts DMV to request to change gender indicator on a driver's license/ID card</li> <li>-Medical Review Evaluator/CSC Teller advises individual to obtain letter from a physician/therapist and customer medical report (MED-2) indicating individual is under supervision for transgender change</li> <li>-Individual submits customer medical report and letter from physician</li> <li>-Medical Review Manager reviews/approves customer medical report and letter</li> <li>-Alt Flow: Medical Review Manager rejects customer medical report and letter</li> <li>-Invoke Initiate Medical Review</li> <li>-Medical Review Manager prepares pc-generated advising individual to visit CSC to have gender indicator changed, pending gender reassignment surgery</li> <li>-Mail Clerk mails pc-generated letter via first class mail</li> </ul> <p>-Alt Flow: Medical Review Manager rejects customer medical report and letter</p> <ul style="list-style-type: none"> <li>-Medical Review Manager notifies individual that request was denied and reason for denial</li> </ul> <p>Future:</p> <ul style="list-style-type: none"> <li>-Individual contacts DMV to request to change gender indicator on a driver's license/ID card</li> <li>-Medical Review Evaluator/CSC Teller advises individual to obtain letter from a</li> </ul>		

physician/therapist and transgender medical report (to be developed) indicating individual is under supervision for transgender change

- Individual submits transgender medical report and letter from physician
- Medical Review Manager reviews/approves transgender medical report and letter
- Alt Flow: Medical Review rejects transgender medical report and letter
- Invoke Initiate Medical Review
- System generates notice to individual advising to visit CSC to have gender indicator changed, pending gender reassignment surgery
- Mail Clerk mails letter via first class mail

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**Linked Requirements:**

**Name: Medical Review Manager shall update system to show individual has been approved for transitional gender change**

**Notes:**

**Name: System shall generate notice to individual advising to visit CSC to have gender indicator changed, pending gender reassignment surgery**

**Notes:**